



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

UNITED WAY OF SOUTH HAMPTON ROADS

Title:	IT Coordinator (\$47,000 - \$52,000)
Department:	Operations
Report To:	Chief Operating Officer
Date Created:	November 2022

Why Work for United Way:

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do, and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

Objectives & Expectations:

United Way improves lives by mobilizing the caring power of communities to advance the common good and to help all residents thrive. We all benefit when a child succeeds in school, when someone finds a job that sustains a family, or when more people get quality, affordable healthcare. United Way endeavors to drive measurable impact by focusing and accelerating our current agenda centered around economic mobility, education, and health initiatives while remaining responsive to community needs with flexibility to respond to critical needs and crises.

The IT Coordinator will need to be able to maintain all information technology systems and networks of UWSHR. This position will also need to provide technical support to all users. You will need to demonstrate a strong technical aptitude necessary to cope with rapidly changing technology, and work productively with minimal supervision. The position requires someone who is a team player, self-directed with the ability to thrive in a changing environment and has a desire to help people solve their technology issues. You must be knowledgeable of or have the capacity to learn a plethora of hardware, software, and tech systems. Excellent communication and people skills are essential for the position. Some heavy lifting may be necessary.

Commitment to Diversity, Equity & Inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The IT Coordinator adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.



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Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Essential Duties and Responsibilities

1. Institute protocols for the use of IT across departments and projects
2. Receive and respond to calls, questions, and issues via phone, email, and/or in person.
3. Provide advice on the most suitable IT choices
4. Act as link between end users and higher-level support
5. Provide technical support or training for systems and networks
6. Install and configure software and hardware (printers, network cards etc.)
7. Perform troubleshooting and repairs
8. Provide user training and orientation on hardware and software.
9. Collaborate with other professionals to maintain standards and functionality
10. Manage and maintain the company's technological equipment, such as computers, tablets, docking stations, monitors, printers, etc.
11. Keep an inventory of all company electronic assets, manage software licensing, and follow proper procedures for the disposal of electronic assets.
12. Maintain IT documentation procedures, standards, and best practices.
13. Participate in hardware and software evaluations/reviews and recommend purchases to the Chief Operating Officer.
14. Other duties as assigned



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Key Skills and Requirements:

- Solid knowledge of IT systems and applications
- Understanding of TCP/IP protocols and LAN/WAN configuration
- Strong communication and interpersonal skills
- Great attention to detail
- Expertise in IT tools and concepts, such as operating systems and internet protocol suites
- Excellent organizational and coordination abilities
- Strong troubleshooting, analytical, and problem-solving skills
- BSc/BA in information technology or computer science is preferred
- Certification (CompTIA Network+, CompTIA Security+ etc.) is a plus
- Good interpersonal skills and the ability to work with technical and non-technical personnel

Work Demands & Environment:

- Ability to stoop, lift, finger – for example, pick, pinch, type, and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects
- Ability to inspect and analyze figures, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the standard, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

SIGNATURE

DATE

United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.